



**Code: 0422**  
Family: Clerical and Office Administration  
Service: Administrative  
Group: Clerical, Accounting and General Office  
Series: General Clerical

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## **CLASS TITLE: INTAKE AIDE**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, interviews complainants in person or on the telephone to ascertain and record detailed information relative to complaints; and performs related duties as required

### **ESSENTIAL DUTIES**

- Obtains information from complainants regarding the nature of the complaints and related information such as persons involved, locations, times and dates
- Records information pertaining to complaints using a personal computer and maintains records detailing their disposition
- Prepares descriptive narratives explaining the events and actions taken by individuals involved in the complaints
- Completes departmental forms and other related documentation required for the processing of complaints
- Retrieves and forwards complaint information to the appropriate staff for investigation and resolution
- Researches information and compiles reports on complaints and their status
- Responds to inquiries from the public regarding the status of complaints
- Maintains and retrieves complaint documents from paper files as part of investigation efforts
- Performs clerical office support functions such as answering the telephone, faxing, scanning, photocopying and filing, as required.

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Two years of public service, customer service experience or clerical experience; or an equivalent combination of education, training, and experience

#### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)

### **PHYSICAL REQUIREMENTS**

- No specific requirements

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Moderate knowledge of:

- intake and customer service methods, practices, and procedures related to providing the public with information

Some knowledge of:

- administrative and clerical methods, practices, and procedures
- applicable computer software packages and applications
- \*English language spelling, punctuation, and grammar
- \*alphabetical or numerical classification of information

Knowledge of applicable City and department policies, procedures, rules, and regulations

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- COMPARE AND RECOGNIZE DIFFERENCES - Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns (includes comparing a presented object with a remembered object)
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)

### **Other Work Requirements**

- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
vJanuary, 2013  
(Driver's License added February, 2005)